WHERE TO GET ANSWERS AT HCFA

- National Medicare/ Medicaid Policies
- Regulations
- Administrative Procedures

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October 1981

The HEALTH CARE FINANCING ADMINISTRATION (HCFA) was established to combine health financing and quality assurance programs into a single agency. HCFA is responsible for the Medicare program, Federal participation in the Medicaid program, the Professional Standards Review Program and a variety of other health care quality assurance programs.

The mission of the Health Care Financing Administration is to promote the timely delivery of appropriate, quality health care to its beneficiaries—approximately 47 million of the nation's aged, disabled and poor. The Agency must also ensure that program beneficiaries are aware of the services for which they are eligible, that those services are accessible and of high quality and that Agency policies and actions promote efficiency and quality within the total health care delivery system.

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How and When To Use This Guide

This guide is printed in limited numbers and is designed primarily for use by staff or volunteers in organizations which represent the elderly, the disabled, and the poor who received a variety of health care services through Medicare and Medicaid. The guide explains where one may call to obtain information from HCFA headquarters on a broad range of issues or concerns about those programs where the information is not otherwise available from State, local or regional sources. The reader is urged to first contact these other sources as noted below. In most instances, they will be able to help you.

Before You Use This Guide

If you have an individual case or complaint, you should contact the Medicare contractor or Medicaid State agency in your area which helps HCFA to administer its programs, or a Social Security office. (Social Security offices are listed under Social Security Administration in your telephone directory. Medicaid State and county offices are usually listed under Public Welfare or Social Services. Medicare carriers which process Medicare claims are listed in Your Medicare Handbook or can be reached through HCFA regional offices.)

If you are not in the Baltimore-Washington area, you should contact the nearest HCFA Regional Office first for assistance. A list of these offices is is shown on the back cover.

CMS Library
C2-07-13
7500 Security Blvd.
Baltimore, Maryland 21244

You Should Use This Guide Only When . . .

. . . you have a question or concern of national significance, or if you have any comments or suggestions concerning proposed or existing national policy, regulations, or procedures. In such cases, headquarters is the place to contact and this guide should point you in the right direction.

Organized in alphabetical order by issue, this guide identifies the responsible unit and phone number where your concern can be resolved. You need only identify the subject of concern in order to find the appropriate HCFA headquarters organizational component.

You also will notice two different telephone numbers for some components. The first number is the Federal Telecommunications System (FTS) number which is to be used solely on the FTS network. The second number is the commercial number which is to be used whenever a call is placed on other than the FTS network. Where the commercial and FTS numbers are the same, only a single number is shown.

If the number you call has been changed, and the person who answers cannot give you the correct number, call HCFA for information at (FTS) 987-3000 or (301) 597-3000.

If you prefer to put your questions, suggestions, or complaints in writing, first identify the appropriate HCFA office or component in this guide. Then address your inquiry to that office or component at the following address:

(Name of Office or Component)
HCFA
6325 Security Boulevard
Baltimore, Maryland 21207

Requests for additional copies of this guide or suggestions for revising or updating the guide should be addressed to the Office of Beneficiary Services, HCFA, 6325 Security Boulevard, Baltimore, Maryland 21207.

SUBJECT	ORGANIZATION
Abortion	
Policy	Bureau of Program Policy Division of Provider Services Coverage Policy (FTS) 934-9825 or (301) 594-9825
Statistics	Bureau of Program Operations Division of Reports and Analysis (FTS) 934-8784 or (301) 594-8784
Ambulatory Services	
Demonstrations	Office of Research, Demonstrations and Statistics Division of Health Systems and Special Studies Ambulatory Services Branch (FTS) 987-1822 or (301) 597-1822
Certification/Standards	Division of Laboratory and Ambulatory Services Office of Standards and Certification (FTS) 934-7910 or (301) 594-7910
Annual Reporting Requirements	
Hospitals	Office of Research, Demonstrations and Statistics Information, Planning and Development Staff (FTS) 987-2377 or (301) 597-2377
Home Health Agencies	Bureau of Program Policy Division of Institutional Services Reimbursement (FTS) 934-8617 or (301) 594-8617
Long Term Care Facilities	Office of Research, Demonstrations and Statistics Information, Planning and Development Staff (FTS) 987-2377 or (301) 597-2377

SUBJECT	ORGANIZATION
Annual Contractor Evaluation Reports	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Appeals Procedures for Beneficiaries	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Assignment, Medicare Claims	Bureau of Program Policy Division of Medicare Eligibility Policy (FTS) 934-9437 or (301) 594-9437
Assistance in Resolving Beneficiary Problems Re:	
Claims Handling by Contractor	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Correspondence	Office of Executive Operations Office of the Administrator (202) 245-8375
Entitlement to Medicare	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Entitlement to End-Stage Renal Disease Benefits	Office of Special Programs (FTS) 934-6532 or (301) 594-6532
Regulations	Office of Regulations Management Office of Executive Operations (202) 245-7890
Auditing Agency Reports:	
GAO and HHS—Inspector General	Bureau of Quality Control Executive Operations Staff Policy Coordination and Information Branch Audit Liaison Staff (FTS) 934-7484 or (301) 594-7484

SUBJECT	ORGANIZATION
Audits of Allowable Costs of States and Contractors	
Oversight of Medicare and Medicaid Resolutions	Bureau of Program Operations Office of Program Administration Division of Financial Operations (FTS) 987-1397 or (301) 597-1397
PSRO and Survey and Certification Audit Resolution	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Beneficiary Information Material	Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131
Beneficiary Association Liaison	Office of Beneficiary Services (202) 472-5240
Beneficiary-Related Statistics	Office of Research, Demonstrations and Statistics Division of Beneficiary Studies (FTS) 987-1430 or (301) 597- 1430
Blood, Policies Concerning	Bureau of Program Policy Division of Institutional Services Reimbursement (FTS) 934-9282 or (301) 594-9282
Budgets for HCFA, Medicare and Medicaid	Office of Management and Budget Office of Financial Management Services (FTS) 934-8837 or (301) 594-8837 (Also in Washington call Division of Budget (202) 245-6917)
Certification Policies:	
Hospitals	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712

SUBJECT	ORGANIZATION
Laboratories and Ambulatory Care Facilities, Health Clinics, Outpatient Physical Therapists, Home Health Agencies, and Rural Health Clinics	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Long Term Care Facilities (Skilled Nursing, Intermediate Care and ICF/MR)	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Medicaid Management Information System	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Renal Dialysis Clinics	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
State Survey, Personnel	Health Standards and Quality Bureau Office of Standards and Certification Division of Program Analysis and Training (FTS) 934-3812 or (301) 594-3812
Statistics Concerning Certification	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Chain Organizations Audits	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Child Health/Early and Periodic Screening, Diagnosis and Treatment: Policy Information Clearinghouse	Office of Special Programs Office of Child Health (FTS) 934-4212 or (301) 594-4212
Chronic Renal Disease, Medicare Reimbursement	Office of Special Programs (FTS) 934-6535 or (301) 594-6535

SUBJECT	ORGANIZATION
Complaints:	
Alleged Fraud, Abuse, or Waste by Health Professionals	Bureau of Quality Control Office of Program Validation Field Operations Branch (FTS) 934-2077 or (301) 594-2077
General	Office of the Administrator (202) 245-8502 Office of Public Affairs (202) 245-8220 Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131
Hospitals	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
Long Term Care Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Quality of Care for Physician Services	Health Standards and Quality Bureau Office of Professional Standards Review Organizations Division of Peer Review (FTS) 934-1432 or (301) 594-1432
Reimbursement for a Claim	Carrier or Regional Office (See back cover for RO Phone Number)
Reimbursement Policy in General	Bureau of Program Policy Office of Reimbursement Policy (FTS) 934-9765 or (301) 594-9765
Rural Health Clinics	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Conditions of Participation	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750

SUBJECT	ORGANIZATION
Congressional Relations	Office of Legislation and Policy (202) 426-4055
Correspondence	Office of Legislation and Congressional Affairs Division of Congressional Affairs (202) 426-4055
Contracts:	
Audit of Direct Dealing Providers	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Intermediaries and Carriers	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Medicare Contractor Experiments	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Procurement Process (For All Contracts Other Than Those Described Above)	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Research and Demonstrations	Office of Research, Demonstrations and Statistics Procurement Support Staff (FTS) 934-7474 or (301) 594-7474
Correspondence, General	Executive Secretariat Office of Executive Operations Office of the Administrator (FTS) 934-9732 or (301) 594-9732
Medicare	Division of Medicare Cost Estimates (FTS) 934-2826 or (301) 594-2826

SUBJECT	ORGANIZATION
Medicaid	Division of Medicaid Cost Estimates (202) 245-6731
National	Division of National Cost Estimates (202) 245-6594
Cost Report Data and Analysis	Bureau of Quality Control Office of Financial Analysis Division of Provider Data Analysis (FTS) 934-8094 or (301) 594-8094
Cost Reporting System for Medicaid State Agencies	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Cost Reports for Renal Providers	Office of Special Programs Office of End-Stage Renal Disease (FTS) 934-6535 or (301) 594-6535
Cost Reports for Hospitals	Bureau of Program Policy Cost Reporting and Audit Policy Branch (FTS) 934-8450 or (301) 594-8450
Coverage of Services: Medicare and Medicaid	Bureau of Program Policy Office of Coverage Policy (FTS) 934-8561 or (301) 594-8561
Deductibles, Calculation of Amount	Office of Research, Demonstrations and Statistics Office of Financial and Actuarial Analysis (FTS) 934-2829 or (301) 594-2829
Deductibles, Explanation of Beneficiary Liability for Medicare	Bureau of Program Policy Division of Medicare Eligibility Policy (FTS) 934-8174 or (301) 594-8174
Demonstrations Funded by HCFA:	
General Research Results	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluation (FTS) 934-7370 or (301) 594-7370

SUBJECT	ORGANIZATION
Health Care Delivery Systems	Office of Research, Demonstrations and Statistics Division of Health Systems and Special Studies (FTS) 934-8724 or (301) 594-8724
Hospital Reimbursement	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2375 or (301) 597-2375
Long Term Care	Office of Research, Demonstrations and Statistics Division of Long Term Care Experimentation (FTS) 987-2306 or (301) 597-2306
Denials—Medicare Claims	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Directory of Medicare Facilities, Request for	Health Standards and Quality Bureau Division of Field Operations (FTS) 934-7902 or (301) 594-7902
Distribution of Printed HCFA Material to Outside Organizations	Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131 Office of Public Affairs (FTS) 934-7031 or (301) 594-7031 Bureau of Program Operations Medicaid/Medicare Management Institute (FTS) 934-8856 or (301) 594-8856
District Offices of Social Security	
Concerns Regarding Medicare Beneficiaries' Service	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Drugs, Maximum Allowable Cost Program	Bureau of Program Policy Division of Medical Services Reimbursement (FTS) 987-1845 or (301) 597-1845

SUBJECT	ORGANIZATION
Drugs, Medicare and Medicaid Reimbursement	Bureau of Program Policy Division of Medical Services Reimbursement (FTS) 987-1845 or (301) 597-1845
Early and Periodic Screening, Diagnosis and Treatment (of Medicaid Children)	Office of Special Programs Office of Child Health (FTS) 934- 4212 or (301) 594- 4212
Eligibility, Medicare/ Medicaid Policies	Bureau of Program Policy Office of Eligibility Policy (FTS) 934- 9447 or (301) 594- 9447
Emergency Assistance with Claims Reimbursement	Office of Beneficiary Services (202) 472-5240
End-Stage Renal Disease (Also see Chronic Renal Disease)	Bureau of Program Policy Division of Alternative Reimbursement Systems (FTS) 987-1048 or (301) 597-1048
Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
Enrollment Policies, Medicare Part B	Bureau of Program Policy Office of Eligibility Policy (FTS) 934- 9447 or (301) 594- 9447
Entitlement: Medicare/ Medicaid	Bureau of Program Policy Office of Eligibility Policy (FTS) 934- 9447 or (301) 594- 9447
Exclusions from Coverage:	
Medicare/Medicaid	Bureau of Program Policy Division of Medical Services Coverage Policy (FTS) 934-8561 or (301) 594-8561

SUBJECT	ORGANIZATION
Experimentation:	
Hospital	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 934-8724 or (301) 594-8724
Federal Financial Participation (FFP) Under Medicaid:	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Freedom of Information Act	Office of Public Affairs (FTS) 934-7030 or (301) 594-7030
Disclosure Regulations	Bureau of Program Policy Division of Technical Policy (FTS) 934-9304 or (301) 594-9304
Fraud and Abuse, Monitoring of Medicare Contractors and Medicaid State Agencies Detection and Control Activities	Bureau of Quality Control Office of Program Validation Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Fraud and Abuse, Monitoring and Assistance	Bureau of Quality Control Office of Program Validation Field Operations Branch (FTS) 934-5512 or (301) 594-5512
Funds, Improper Expenditure	Bureau of Quality Control Office of Program Validation (FTS) 934-8470 or (301) 594-8470
Financial and Statistical Analysis of Program Payments	Bureau of Quality Control Office of Financial Analysis (FTS) 987-1372 or (301) 597-1372
GAO Reports, Liaison on Overpayment Cases	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Control Point	Bureau of Quality Control Executive Operations Staff Policy Coordination and Information Branch Audit Liaison Staff (FTS) 934-7490 or (301) 594-7490

SUBJECT	ORGANIZATION
Grants	Office of Research, Demonstrations and Statistics Grants and Contracts Staff (FTS) 934-7474 or (301) 594-7474 Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Grant Awards to States Under Medicaid	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Group Health Plans	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7997 or (301) 594-7997
Group Practice Prepayment Plans	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7997 or (301) 594-7997
Handicapped Employees Committee	Office of the Administrator (FTS) 934-9652 or (301) 594-9652
Health Standards and Quality—General	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Laboratories, Ambulatory Clinics and Home Health Agencies	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Long Term Care Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Hospitals and Dialysis Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712

SUBJECT	ORGANIZATION
Professional Standards Review Organizations	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Health Maintenance Organizations Contracts with	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7797 or (301) 594-7797
Legislative Status and Reference Services	Office of Legislation and Policy Legislative Reference Office (202) 426-3717
Reimbursement Policy	Bureau of Program Policy Division of Alternative Reimbursement Systems (FTS) 987-1048 or (301) 597-1048
Hearings, Medicare/ Medicaid	Bureau of Program Policy Division of Technical Policy and Litigation (FTS) 934-9302 or (301) 594-9302
Home Health Care:	
Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Coverage	Bureau of Program Policy Division of Provider Services Coverage Policy (FTS) 934-9832 or (301) 594-9832
Policy Development	Office of Legislation and Policy Office of Policy Analysis Division of Medicaid and Long Term Care Policy (202) 245-6753
Hospices	Office of Research, Demonstrations and Statistics (FTS) 934-7621 or (301) 594-7621

SUBJECT	ORGANIZATION
Hospitals: Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
Cost Containment Approaches	Bureau of Program Policy Division of Health Care Cost Containment (FTS) 934-9344 or (301) 594-9344
Coverage	Bureau of Program Policy Office of Coverage Policy (FTS) 934-9690 or (301) 594-9690
Demonstrations	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2376 or (301) 597-2376
Reimbursement	Bureau of Program Policy Division of Institutional Services Reimbursement (FTS) 987-1335 or (301) 597-1335
Medicare/Medicaid Audit Resolutions	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Systems	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Inspector General, Reports	Bureau of Quality Control Office of Program Validation Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Intergovernmental Affairs	Office of Intergovernmental Affairs (FTS) 934-9725 or (301) 594-9725
Intermediate Care Facilities Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Joint Commission on the Accreditation of Hospitals (JCAH) Standards	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750

SUBJECT	ORGANIZATION
Journals (HCFA Publications)	Office of Public Affairs (FTS) 934-7031 or (301) 594-7031 Bureau of Program Operations Medicaid/Medicare Management Institute (FTS) 934-8856 or (301) 594-8856 Office of Research, Demonstrations and Statistics Publications Office (FTS) 987-2422 or (301) 597-2422
Laboratory Services Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Ambulatory and Laboratory Services (FTS) 934-7910 or (301) 594-7910
Legislative Planning	Office of Legislation and Policy Office of Policy Analysis (202) 245-7063 Legislative Reference Office (202) 426-3717
Litigation	Bureau of Program Policy Division of Technical Policy and Litigation (FTS) 934-9595 or (301) 594-9595
Malpractice Insurance	Bureau of Program Policy Division of Institutional Services Reimbursement (FTS) 934-8484 or (301) 594-8484
Medicaid	
Data Book	Office of Research, Demonstrations and Statistics Office of Research (202) 472-7437
Eligibility	Bureau of Program Policy Divisional of Medicaid Eligibility Policy (FTS) 934-8221 or (301) 594-8221
General	Bureau of Program Operations (FTS) 934-9000 or (301) 594-9000

SUBJECT	ORGANIZATION
Services Covered by States	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Statistics	Office of Research, Demonstrations and Statistics Medicaid Program Data Branch (FTS) 987-1411 or (301) 597-1411
Medicaid Minimum Data Set	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Medicare	
General	Bureau of Program Operations (FTS) 934-9000 or (301) 594-9000
Entitlement Policy	Bureau of Program Policy Office of Eligibility Policy (FTS) 934-9447 or (301) 594-9447
Medigap (Private Health Insurance to Supplement Medicare)	Office of Beneficiary Services (FTS) 987-2898 or (301) 597-2898 Bureau of Program Operations Medigap Operations Staff (FTS) 934-9412 or (301) 594-9412
News Releases	Office of Public Affairs Division of Public Information (202) 245-8056
Overpayments	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Peer Review	Health Standards and Quality Bureau Division of Peer Review (FTS) 934-1432 or (301) 594-1432
Performance of States and Contractors	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Physicians	

SUBJECT	ORGANIZATION
Coverage of Services	Bureau of Program Policy Division of Coverage Policy (FTS) 934-9514 or (301) 594-9514
Reimbursement of Services	Bureau of Program Policy Division of Medical Services Reimbursement (FTS) 987-1843 or (301) 597-1843
Premiums (Medicare)	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Prevailing Charges, Directory	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Prior Consultation with Medicare Contractors	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Professional Relations	Office of Professional and Scientific Affairs (202) 472-7416/(FTS) 934-9721 or (301) 594-9721
Professional Standards Review Organizations	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Statistics	Division of Data Planning and Analysis (FTS) 987-1000 or (301) 597-1000
Program Expenditure Trends	Bureau of Quality Control Office of Financial Analysis Division of Program Financial Analysis (FTS) 934-7014 or (301) 594-7014
Provider Payment Patterns	Bureau of Quality Control Office of Financial Analysis Division of Provider Data Analysis (FTS) 934-8094 or (301) 594-8094

SUBJECT	ORGANIZATION
Public Information	Office of Public Affairs (202) 245-0923/(FTS) 934-9560 or (301) 594-9560
Quality Control	
General	Bureau of Quality Control Office of Quality Control Programs (FTS) 987-1348 or (301) 597-1348
Cost Report Evaluation Programs	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
Medicaid Quality Control (MQC) Program	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
MQC Utilization Control	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
Providers	Bureau of Quality Control Office of Program Validation (FTS) 934-8470 or (301) 594-8470
Quality of Care Issues	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Reasonable Charge Reimbursement, Medicare	Bureau of Program Policy Division of Medical Services Reimbursement (FTS) 934-5467 or (301) 594-5467
Reconsiderations, Medicare	Bureau of Program Operations Office of Standards and Performance Division of Reimbursement, Recovery and Reconsideration Evaluation (FTS) 934-8500 or (301) 594-8500

SUBJECT	ORGANIZATION
Regional Office Liaison	Office of Executive Operations Office of Field Operations (FTS) 934-7952 or (301) 594-7952
Regulations, HCFA, Status of	Office of Executive Operations Office of Regulations Management (FTS) 934-9533 or (301) 594-9533
Reimbursement	
Methods	Office of Research, Demonstrations and Statistics Division of Reimbursement Studies (202) 245-6306
Policy	Bureau of Program Policy Office of Reimbursement Policy (FTS) 934-9764 or (301) 594-9764
Renal Providers and Services	Office of Special Programs Office of End-Stage Renal Disease Division of Information Systems and Beneficiary Entitlement (FTS) 934-6532 or (301) 594-6532
Reporting Requirements for: Hospitals, SNFs, HHAs	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Research	Office of Research, Demonstrations and Statistics Office of Research (202) 472-7437
Rulings, HCFA	Bureau of Program Policy Regulations Staff (FTS) 934-9770 or (301) 594-9770
Rural Health Facilities	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470

SUBJECT	ORGANIZATION
Second Opinions (for Non-Emergency Surgery)	Office of Public Affairs (202) 245-8056
Toll-Free Telephone Numbers All States Maryland	 (800) 638-6833 (800) 492-6603
Skilled Nursing Facilities	
Certification Standards	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Complaints	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-1814 or (301) 594-1814
Demonstrations	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluation Division of Long Term Care Experimentation (FTS) 934-7621 or (301) 594-7621
Reimbursement Policy	Bureau of Program Policy Division of Institutional Services Reimbursement (FTS) 987-1334 or (301) 597-1334
Social Security District Offices (See District Offices)	
Standards and Certification, Facilities	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Standards—States and Contractors	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431

SUBJECT	ORGANIZATION
State Buy-Ins for Medicare—Part B	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
State Compliance with Medicaid Requirements	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
State Plans Under Medicaid	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Statistical Data:	
Benefits or Claims Statistics	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Facility Certification	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
General	Office of Research, Demonstrations and Statistics Office of Statistics and Data Management Division of Information Analysis (FTS) 934-6702 or (301) 594-6702
Studies:	
Beneficiary Use of Services	Office of Research, Demonstrations and Statistics Office of Research Division of Beneficiary Studies (FTS) 987-1430 or (301) 597-1430
Cost Effective Health Care Delivery Systems	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluation Division of Health Systems and Special Studies (FTS) 934-1941 or (301) 594-1941

SUBJECT	ORGANIZATION
Hospital Financing and Reimbursement	Division of Hospital Experimentation (FTS) 987-2375 or (301) 597-2375
Long Term Care Financing and Reimbursement	Division of Long Term Care Experimentation (FTS) 934-7621 or (301) 594-7621
Medicare and Medicaid Program Operation	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Physician Reimbursement	Office of Research, Demonstrations and Statistics Office of Research Division of Reimbursement Studies (202) 245-6306
Special Studies on Medicaid and Long Term Care Policy	Office of Legislation and Policy Division of Medicaid and Long Term Policy (202) 245-7982
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Special Studies on Operational Issues	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Suspensions, Terminations, or Exclusions (from Program Participation) of Providers	Bureau of Quality Control Office of Program Validation Provider Administrative Sanctions and Appeals Branch (FTS) 934-8467 or (301) 594-8467
Title XIX Coordination with Children's Programs, Handicapped Programs, Other Health Programs	Office of Special Programs Office of Child Health (FTS) 934-4212 or (301) 594-4212

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Carriers and Intermediaries	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
(Also see "Second Opinions")	
Training for State Facility Surveyors	Health Standards and Quality Bureau Office of Standards and Certification Division of Program Analysis and Training (FTS) 934-3812 or (301) 594-3812
Transplants, Kidneys:	
Coverage and Reimbursement Policies	Office of End-Stage Renal Disease Office of Special Programs (FTS) 934-6237 or (301) 594-6237
Data on Kidney Transplants	Office of End-Stage Renal Disease Office of Special Programs (FTS) 934-6532 or (301) 594-6532
Underpayments, Complaints Regarding Intermediary	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Uniform Reporting Requirements and Implementation	Office of Research, Demonstrations and Statistics Information, Planning and Development Staff (FTS) 987-2377 or (301) 597-2377
Union/Management Relations	Office of Management and Budget Office of Human Resources and Administrative Services Division of Human Resources (FTS) 934-9260 or (301) 594-9260

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Utilization Review	Bureau of Quality Control Office of Program Validation Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Validation Reviews of Providers	Bureau of Quality Control Office of Program Validation Division of Validation Reviews (FTS) 934-8726 or (301) 594-8726
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HCFA-02131